

# Assistant Tax Collector

Dept: Tax

FLSA Status: Exempt

## General Definition of Work

Performs difficult administrative work supervising the collection of taxes, fees and assessments, maintaining records and files, preparing reports, and related work as apparent or assigned. Work is performed under the general direction of the Tax Administrator. Divisional supervision is exercised over all personnel within the division.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Supervises, organizes, schedules, trains and evaluates the staff and daily operations of collections and customer service.
- Oversees the collection of property taxes and delinquent property taxes including bankruptcies, enforced applicable legal remedies and In-Rem Tax Foreclosures.
- Balances monies collected and ensures accuracy; processes deposit tickets and closes batches.
- Accepts credit card payments, applies to accounts and processes reversals.
- Corrects all payments made in error and notifies affected parties.
- Processes returned checks.
- Processes all refunds before forwarding to Finance.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of state and local laws and policies regarding tax collection; thorough knowledge of the procedures, forms, record keeping systems and reports for the tax department; general skill operating standard office equipment, hardware and software; ability to plan, organize and supervise the activities of the department; ability to deal courteously and tactfully with the public in adjusting complaints and explaining tax laws and policies; ability to solve problems within scope of responsibility; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to handle money accurately and keep accurate records of transactions; ability to establish and maintain effective working relationships with associates and the general public.

## Education and Experience

Associates/Technical degree in business administration, accounting, or related field and three to five years experience in business administration, accounting, monitoring money collections, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work frequently speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, sitting and lifting; work requires close vision, ability to adjust focus and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to

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environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

### Special Requirements

None.

### Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date